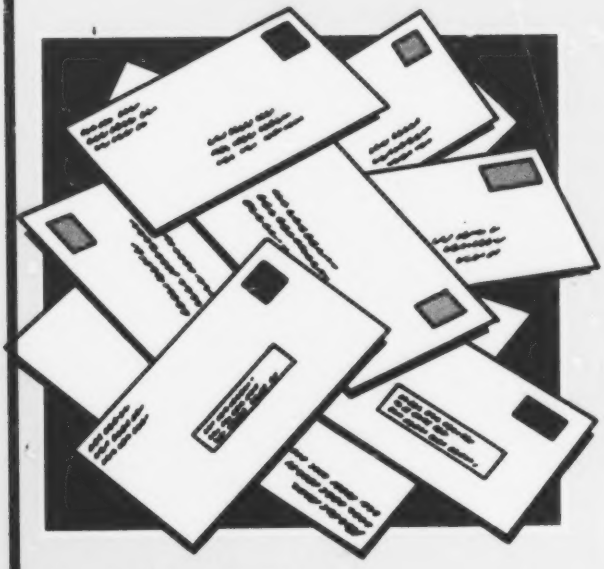
105

DEAD LETTER BRANCH OPERATIONS



Handbook DM-105
July 1989

P1.31/11:

U.S. POSTAL SERVICE
WASHINGTON, DC 20260-5360

Handbook DM-105
Dead Letter Branch Operations

Issue 3, July 1989

A. Material Transmitted

This issue replaces Issue 1, December 1984, and Issue 2, February 1986. It includes a revision of processing procedures for nonmailable categories published in *Postal Bulletin* 216143, 4-9-87, and updates in forms and references. Destroy all previous copies of DM-105

B. Distribution

1. Distribution of this publication is limited to the following:

Dead Letter Branches, 5 copies each
Management Sectional Centers, 1 copy each
Marketing and Communications Department, Regional Headquarters, 1 copy each
Rates and Classification Centers, 1 copy each
Headquarters Administrative Support Facilities, 1 copy each
Transportation Management Service Centers, 1 copy each

2. Submit requests for copies to the Office of Classification and Rates Administration, Room 8430, USPS Headquarters, Washington, DC 20260-5360.

C. Comments and Questions

Content. Address comments or questions about the content of the publication to:

OFFICE OF CLASSIFICATION AND RATES ADMINISTRATION
USPS HEADQUARTERS
WASHINGTON DC 20260-5360

Clarity. Send suggestions regarding the publication's organization or language to:

DOCUMENT CONTROL DIVISION
USPS HEADQUARTERS
WASHINGTON DC 20260-1571

D. Effective Date

This material is effective upon receipt.

Frank R. Heselton
Assistant Postmaster General
Rates and Classification Department

Contents

Chapter 1 Introduction

110 Purpose

120 Definition

130 Scope

140 Responsibilities
141 Headquarters
142 Regions
143 Dead Letter Branches

150 References

160 Dead Letter Operational Flow
161 Definition
162 Mail Preparation--Unit A
163 Primary Distribution--Unit B
164 Damaged Mail Processing--Unit C
165 Letter Processing--Units D
166 Flats Processing--Unit E
167 File and Retrieval--Units F
168 Shredding and Disposal--Unit G

170 Dead Letter Branch Layout

Chapter 2 Dead Letter Branch Units

210 Mail Preparation--Unit A
211 Purpose
212 Input/Source
213 Equipment
214 Materials
215 Processing Procedures
216 Output/Destination

220 Primary Distribution--Unit B
221 Purpose
222 Input/Source
223 Equipment
224 Materials
225 Processing Procedures
226 Output/Destination

230 Damaged Mail--Unit C
231 Purpose
232 Input/Source
233 Equipment
234 Materials
235 Processing Procedures
236 Output/Destination

240 Letter Processing--Units D
241 Machine--Unit D1
242 Manual Letter Processing

250 Flats Processing--Unit E
251 Purpose
252 Input/Source
253 Equipment
254 Materials
255 Processing Procedures
256 Output/Destination

260 File and Retrieval--Units F
261 Retention--Unit F1
262 Search--Unit F2
263 Cash Deposit and Return--Unit F3

270 Shredding and Disposal--Unit G
271 Purpose
272 Input/Source
273 Equipment
274 Processing Procedures
275 Output/Destination

Chapter 3 Recording and Reporting

310 Introduction

320 Form 4911, Dead Letter Report

330 Form 1412-A, Daily Financial Report
331 General
332 AIC 100, Domestic Money Order--Value
333 AIC 101, Domestic Money Order Fee
334 AIC 126, Miscellaneous Non-Postal Revenue
335 AIC 353, Cash Retained From Previous Report
336 AIC 624, Refund of Miscellaneous Non-Postal Revenue
337 AIC 752, Cash Remitted
338 AIC 753, Cash Retained Today

Exhibits

161 Dead Letter Branch Operations
170 Dead Letter Branch Layout
210 Mail Preparation--Unit A
220 Primary Distribution--Unit B
225 Distribution Case Diagram
230 Damaged Mail--Unit C
240 Letter Processing--Unit D
250 Flats Processing--Unit E
260 File and Retrieval--Unit F
270 Shredding and Disposal--Unit G
320 Dead Letter Branch Report

Appendixes

A Glossary of Terms
B Dead Letter Branch Locations
C Sample Letter of Apology
D Form 3555
E Notice 5-A
F Notice 5-B
G Sample Response to Letter Inquiries
H Stamp Credit Procedures

Chapter 1
Introduction

110 Purpose

Dead letter branch operations personnel must open and examine dead letter mail and forward or return enclosures to delivery addresses found. This handbook provides standard operating procedures to meet these requirements effectively.

120 Definition

Dead letter mail is defined as:

a. Undeliverable letters and flats mailed at First-Class, Priority, or Express Mail rates which cannot be forwarded or returned without being opened and examined. This includes certified, COD, insured, or registered letters and flats. (See Appendix A for definitions of letter and flat-size mail.)

b. Letters and flats without postage (unpaid) which would otherwise qualify as First-Class Mail or Priority Mail.

c. Nonmailable items without a return address, including undersize and nonstandard size items without a 10-cent surcharge affixed. (See Appendix A for size definitions.)

130 Scope

The operating procedures specified in this handbook must be followed at all dead letter branches. (See Appendix B for a list of dead letter branch locations.) Submit any request for deviations from these procedures to the General Manager, Business Requirements Division, Office of Classification and Rates Administration, USPS Headquarters, Washington, DC 20260-5365.

140 Responsibilities

141 Headquarters

The General Manager, Business Requirements Division, specifies policies and procedures for dead letter branches and ensures that all branches operate in compliance with regulations governing the treatment of dead letter mail.

142 Regions

Each regional postmaster general (RPMG) ensures that dead letter branches in their respective regions operate in accordance with applicable regulations and with Headquarter's dead letter policies and procedures. The RPMG delegates functional responsibility to the Regional Director, Marketing and Communications, for carrying out this responsibility.

143 Dead Letter Branches

The postmaster of a dead letter branch post office manages the operation of the branch in compliance with applicable regulations and with national policy and procedures. The postmaster delegates responsibility to the Manager of Mailing Requirements for the efficient day-to-day operation of the dead letter branch. Employees must have written authorization by the postmaster to open and examine dead letters for the purpose of forwarding or returning enclosures, and are directed to maintain the privacy of mailers.

150 References

This handbook details operating procedures for dead letter branches. It compiles into one volume the applicable information from the following:

a. Post Office Accounting Procedures (Handbook F-1)

b. Domestic Mail Manual (DMM)

c. Postal Operations Manual (POM)

160 Dead Letter Operational Flow

161 Definition

Exhibit 161 illustrates the flow of dead letters through 10 key elements of the dead letter processing system. Each unit is comprised of one or more operating tasks and performs a specific operational function. The units and principal functions are briefly described as follows.

162 Mail Preparation--Unit A

This unit, located close to the staging area, opens and dumps pouches and sacks of mail received from offices served, and culls and separates mail to other units for additional treatment.

163 Primary Distribution--Unit B

This unit sorts letter mail received from Unit A to holdouts for expeditious treatment at other units, and is situated as near as possible to the mail arrival points to minimize mail movement to the units.

164 Damaged Mail Processing--Unit C

This unit opens mail received from Units A and B. It also withdraws and examines mail to identify a delivery address, and evaluates the contents to determine additional treatment at other units when no address is identified.

165 Letter Processing--Units D

165.1 Machine--Unit D1. This unit mechanically opens letter mail received from Unit B and examines contents to determine additional treatment at other units.

165.2 Manual--Units D2-D7 This unit opens letter mail received from Unit B and Unit D1, and withdraws and examines the contents in an attempt to identify a delivery address. This unit also evaluates the contents to determine additional treatment at other units when no address is identified.

166 Flats Processing--Unit E

This unit opens flats received from Unit A, withdraws and examines the contents, and evaluates contents to determine additional treatment at other units.

167 File and Retrieval--Units F

167.1 Retention--Unit F1 This unit files mail received from Units A through E for 1 year and then disposes of as waste any unclaimed mail of no value.

167.2 Search--Unit F2 This unit searches files and locates undelivered mail described by customer inquiry.

167.3 Cash Deposit and Return--Unit F3 This unit strips cash from letters to be filed, converts cash of $10 or more to a money order before sending it to an address identified, and deposits all cash daily.

168 Shredding and Disposal--Unit G

This unit shreds all waste material received from Units A, B, C, D1 through D7, E, and F1. *Note:* Detailed descriptions of the procedures, equipment, and materials required for each unit is provided in Chapter 2.

170 Dead Letter Branch Layout

Exhibit 170 illustrates a recommended arrangement for dead letter branches. The general location and layout of each unit is shown separately.

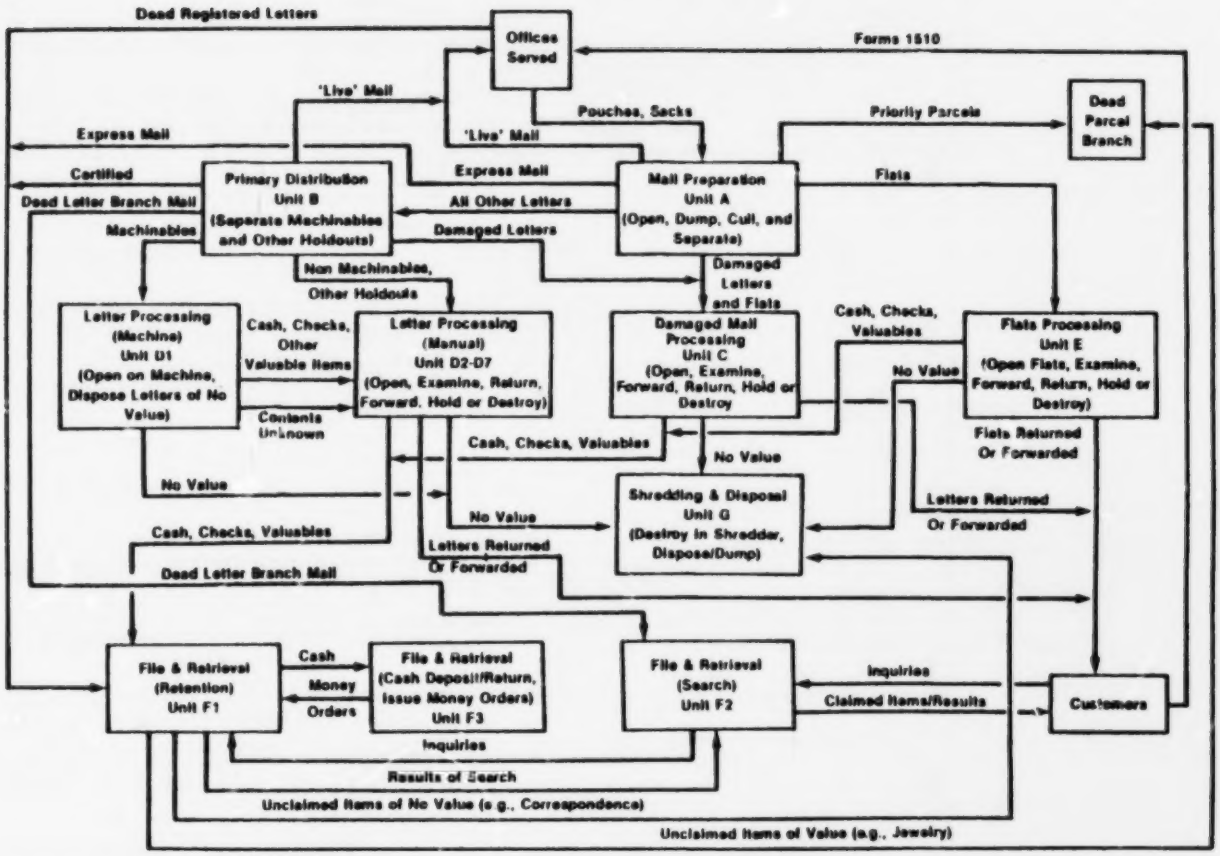

Dead Registered Letters
Offices Served
Forms 1510
'Live' Mail
Pouches, Sacks
Priority Parcels
Dead Parcel Branch
Express Mail
'Live' Mail
Certified
Express Mail
Flats
Dead Letter Branch Mail
Primary Distribution Unit B (Separate Machinables and Other Holdouts)
All Other Letters
Mail Preparation Unit A (Open, Dump, Cull, and Separate)
Machinables
Damaged Letters
Non Machinables, Other Holdouts
Damaged Letters and Flats
Letter Processing (Machine) Unit D1 (Open on Machine, Dispose Letters of No Value)
Cash, Checks, Other Valuable Items
Letter Processing (Manual) Unit D2-D7 (Open, Examine, Return, Forward, Hold or Destroy)
Damaged Mail Processing Unit C (Open, Examine, Forward, Return, Hold or Destroy
Cash, Checks, Valuables
No Value
Flats Processing Unit E (Open Flats, Examine, Forward, Return, Hold or Destroy)
Contents Unknown
Flats Returned Or Forwarded
Cash, Checks, Valuables
No Value
No Value
Shredding & Disposal Unit G (Destroy in Shredder, Dispose/Dump)
Letters Returned Or Forwarded
Cash, Checks, Valuables
No Value
Letters Returned Or Forwarded
Dead Letter Branch Mail
File & Retrieval (Retention) Unit F1
Cash
Money Orders
File & Retrieval (Cash Deposit/Return, Issue Money Orders) Unit F3
File & Retrieval (Search) Unit F2
Inquiries
Claimed Items/Results
Customers
Inquiries
Results of Search
Unclaimed Items of No Value (e.g., Correspondence)
Unclaimed Items of Value (e.g., Jewelry)

Exhibit 161
Dead Letter Branch Operations

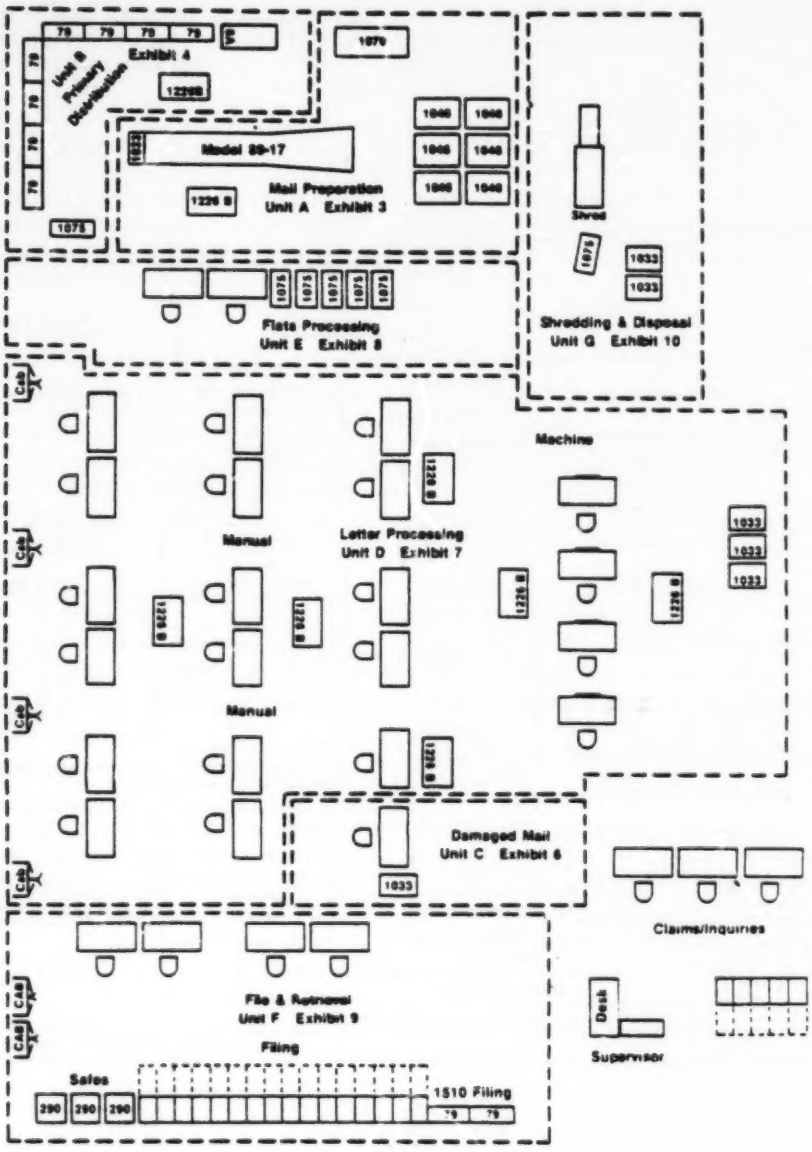


Exhibit 170
Dead Letter Branch Layout

Chapter 2
Dead Letter Branch Units

210 Mail Preparation--Unit A (see Exhibit 210)

211 Purpose

All mail (except registered) received at the mail preparation unit from the staging area in containers is dumped, culled, separated, and routed to other units at the dead letter branch. *Note:* All mail in the staging area waiting treatment at Unit A must be held within a secure area of the dead letter branch at all times.

212 Input/Source

Dead letters arrive at the dead letter branch from all offices within the designated dead letter branch service area (in envelopes, sacks, and pouches) and from the post office which hosts the dead letter branch.

213 Equipment

Gurneys, hampers, utility carts, nutting trucks, tray carts, letter trays, and culling and facing conveyor.

214 Materials

Header labels and placards to identify the contents of trays, gurneys, hampers, utility carts, and transparent plastic bags for damaged mail, as needed.

215 Processing Procedures

Open containers and flats that are addressed to the dead letter branch and empty the contents on the conveyor belt. Manually remove the following categories of mail clearly identified as:

a. Express Mail

b. Damaged (or soiled) letters and flats

c. Live missent letters and flats

d. Flats (grouped separately into paid and unpaid)

e. Priority Mail parcels (excludes letter- and flat-size mail)

f. Waste

Note: Edge and face the remaining letters into trays for transport to the primary distribution unit.

216 Output/Destination

Transport:	To:
Express Mail	File and Retrieval Unit
Damaged or Soiled Mail	Damaged Mail Processing Unit
Live and Missent Mail	Mail Processing Division
Flats	Flats Processing Unit
Priority Parcels	Nearest Dead Parcel Branch
Waste	Shredding and Disposal Unit
Remaining Letters	Primary Distribution Unit

Send material of commercial delivery services back to their delivery service location (e.g., Federal Express, Purolator, etc.).

220 Primary Distribution--Unit B (see Exhibit 220)

221 Purpose

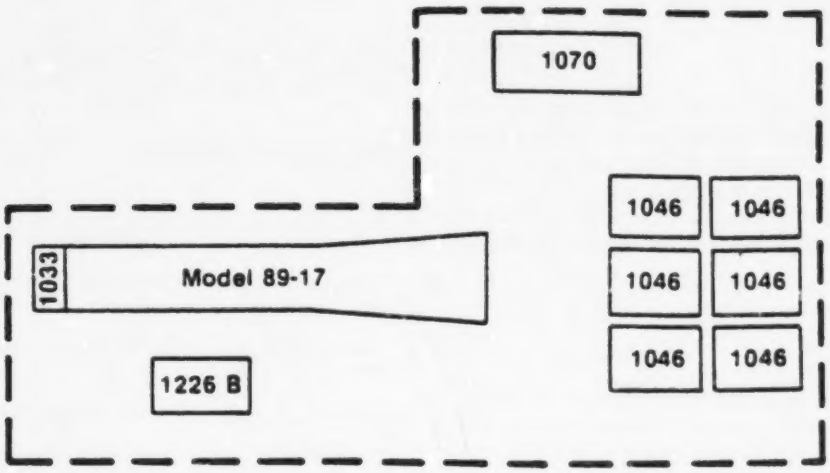
Letters are sorted at the primary distribution unit for treatment at subsequent units.

222 Input/Source

Letters are received from the mail preparation unit edged in trays.

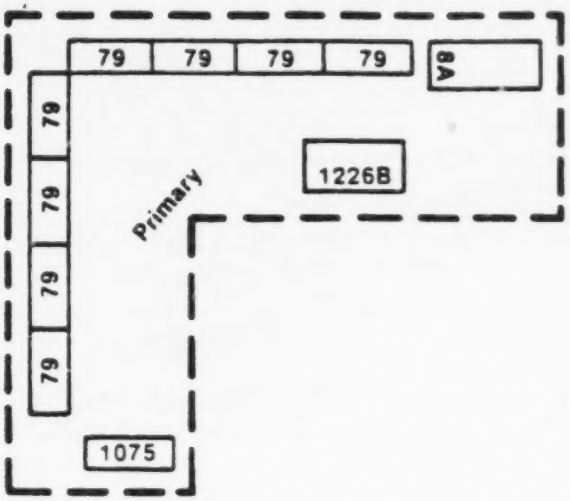
223 Equipment

Letter trays, tray carts, letter-size primary distribution case, and rubber stamps.



Legend	
Item	Description
Mod 89	Portable Conveyor
1033	Gurney-Basket
1046	Hamper-Basket
1070	Platform and Truck
1226B	Tray Cart (Large)

Exhibit 210
Mail Preparation--Unit A



Legend	
Item	Description
8A	Table
79	Distribution Case. Letter Size. 49 Separations
1075	Utility Cart
1226 B	Tray Cart (Large)

Exhibit 220
Primary Distribution--Unit B

224 Materials

Header labels (to identify holdouts on the primary distribution case and indicate the tray location for each separation on the tray carts) and facing slips to identify the mail and date of treatment at this unit.

225 Processing Procedures

225.1 Letter Casing. Sort letters into letter-size cases with separations (see Exhibit 225) for subsequent treatment at the letter processing, file and retrieval, damaged mail, and shredding and disposal units (see Appendix A for definitions of primary separations). Make other separations for live missent mail not previously identified at the mail preparation unit, incoming dead letter branch mail, and designated holdouts as needed to meet local needs. Backstamp live mail with the dead letter branch stamp.

Note: Offices frequently sending live mail in error to the dead letter branch must be informed of these mistakes so that corrective action can be taken.

225.2 Distribution Case Sweep. Sweep the distribution case into letter trays. Place a facing slip in each tray, which identifies a separation and indicates the treatment date at the primary distribution unit. Place each tray on a tray cart for transport to the appropriate unit.

226 Output/Destination

Transport:	To:
Seasonal letters	Letter Processing (Manual)--Unit D2
Bank deposits	Letter Processing (Manual)--Unit D2
Unpaid bills	Letter Processing (Manual)--Unit D2
Business reply	Letter Processing (Manual)--Unit D2
Nonmailable	Letter Processing (Manual)--Unit D2
Second handling	File and Retreival--Unit F1d
Machinable (large & small)	Letter Processing (Manual)--Unit D1
Certified	File and Retreival--Unit F1c
Dead letter	File and Retreival--Unit F2
Damaged or soiled	Damaged Mail--Unit C
Live	Mail Processing Division of the host office
Foreign (including Canadian)	Mail Processing Division of the host office distributing foreign outgoing mail

230 Damaged Mail--Unit C (see Exhibit 230)

231 Purpose

This unit cleans and repairs torn, soiled, or damaged letters so they can be delivered (includes mail damaged by fire).

232 Input/Source

Damaged mail is received from the mail preparation unit in transparent plastic bags and from the primary distribution unit in letter trays.

233 Equipment

Disposable plastic gloves, work apron, tape dispenser, paper towels, and hand letter opener.

234 Materials

Letter of apology (see Appendix C), penalty envelopes preprinted with return address of dead letter branch, plain embossed stamped envelopes, and supply of postage stamps.

235 Processing Procedures

235.1 Cleaning and Repair. Remove mail from plastic bags or letter trays. Use a paper towel to clean the address portion of soiled envelopes. Repair the address portion of torn envelopes with tape so the address is legible. When necessary, use a hand letter opener and examine the mail contents to identify a delivery address.

235.2 Address Identified. If a delivery address is identified:

a. Address a penalty envelope.

b. Insert letter of apology and damaged mailpiece in the penalty envelope.

c. Include a plain, stamped envelope with sufficient postage (to cover the cost to remail the damaged mailpiece) in the penalty envelope *ONLY* when the mailpiece is returned to the sender.

d. Seal and set aside for dispatch.

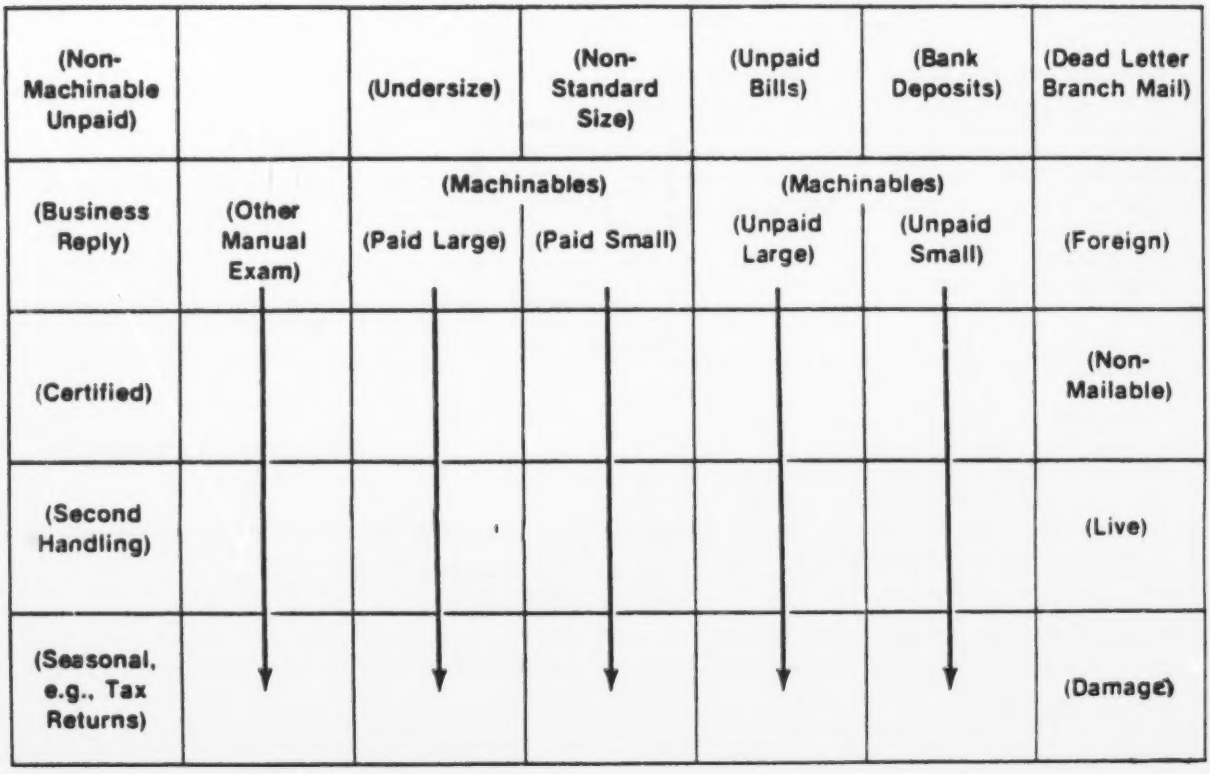


Exhibit 225
Distribution Case Diagram

Legend	
Item	Description
•	Chair
••	Desk/Table
1033	Gurney

Exhibit 230
Damaged Mail--Unit C

235.3 Address Unidentified. If no address is identified, set the damaged mailpiece aside either for the shredding and disposal unit, if contents are of no obvious value, or for the file and retrieval unit if contents are of obvious value.

235.4 Refunds. The employee must obtain stamp credit to make postage refunds in the form of stamped envelopes, and account for postage issued in accordance with section 434.15 of Handbook F-1, *Post Office Accounting Procedures (see Appendix H).*

236 Output/Destination

	If contents of:	
Transport of Mail	Obvious Value	No Obvious Value
Forwarded to addressee or returned to sender	To Dispatch	To Shredding and Disposal Unit
Not forwarded to addressee or returned to sender	To File and Retrieval Unit	To Shredding and Disposal Unit

240 Letter Processing--Units D

241 Machine--Unit D1 (see Exhibit 240)

241.1 Purpose. This unit mechanically opens machinable-size letters for examination of enclosures, culls out letters with valuable contents for subsequent treatment, and disposes of letters with no value.

241.2 Input/Source. Trays of machinable letters are transferred to this unit from the primary distribution unit. The trays are identified according to letter height and evidence of postage payment. A facing slip label is marked to indicate whether letters are paid or unpaid; small, between 3-1/2 and 4-1/2 inches in height; or large, between 4-1/2 and 6 inches in height.

241.3 Equipment. Electrical-mechanical letter-opening desks capable of:

a. Accepting a wide range of envelope sizes.

b. Opening each letter (by slitting at least the long edge of the envelope).

c. Presenting each open envelope for visual inspection of contents.

d. Measuring operator throughput and use of equipment.

241.4 Materials. Facing slips to identify receiving trays for machine output. "Cash," "checks," "value," and "unknown" labels to be affixed to the ledge immediately in front of the seated machine operator to identify location of output tray separations.

241.5 Processing Procedures

241.51 Transfer trays containing machinable, paid and unpaid dead letters to the machines in utility carts.

241.52 Preset the machine to process either large- or small-size letters, place, edge, and stack trayed small or large letters on the input stacker by inverting each tray onto the stacker so that the letters are upside down with the address facing the operator. *Note:* The machine setting can be easily adjusted by loosening a thumbwheel screw holding the cutting mechanism and raising or lowering it to the "large" or "small" size height and retightening the thumbwheel.

241.53 Depress the "on" switch to start the machine.

241.54 Activate switch to begin the machine cycle to transport mailpiece from the stacker to the viewing position (during this movement, the envelope should be automatically slit and the envelope held open so that contents are exposed to view).

241.55 Set aside in the proper separation on the machine ledge all letters containing enclosures with:

a. Cash--any denomination.

b. Checks--cashiers' checks, travelers' checks, personal checks, or money orders.

c. Value--items that have market value (e.g., pins, rings, necklaces, etc.) *or* items of personal importance to the sender or addressee that are irreplaceable or may be difficult to replace (e.g., legal documents, credit cards, photographs, etc.).

d. Unknown--enclosures of which a determination of value cannot be readily made without removal of the contents for closer examination (e.g., correspondence, folded matter, or more than one enclosure).

241.56 Transport letters which contain promotional materials (including coupons), advertisements, or other enclosures of no value to a waste container located at the end of the transport mechanism.

241.57 Place envelopes requiring further examination in separate trays, each marked "cash," "value," "checks," or "unknown" with facing slips.

241.6 Output/Destination. Transfer trays of mail marked "cash," "checks," "value," and "unknown" to manual letter processing units. Dump waste containers in waste hampers and move to the shredding and disposal unit.

242 Manual Letter Processing

242.1 Seasonal Letters--Unit D2 (see Exhibit 240)

242.11 Purpose. Promptly return or forward dead letters containing time-sensitive material to meet deadlines recurring seasonally each year; i.e., tax returns, voter ballots, or special fund-raising drives.

242.12 Input/Source. Trays of "seasonal" holdout letters from the primary distribution unit on utility transfer carts.

242.13 Equipment. Hand letter openers, rubber stamps, and envelope moisteners.

242.14 Materials. Preprinted dead letter branch envelopes (window and regular).

242.15 Processing Procedures

a. Open letters and treat promptly.

b. Examine contents to identify a return address (or, if no return address, a forwarding address).

c. If address information is identified, enclose the letter in a dead letter penalty envelope, rate for collection of any postage due, address the envelope, seal, and set aside for the next daily dispatch.

d. Set aside letters that cannot be returned or forwarded for the file and retrieval unit.

242.16 Output/Destination. Dispatch sealed dead letter envelopes for return (or forwarding) letters. Transfer letters and enclosures that cannot be returned (or forwarded) to the file and retrieval unit.

242.2 Bank Deposits--Unit D3 (see Exhibit 240)

242.21 Purpose. Bank deposits (envelopes with no postage affixed and no address information on the cover, but containing the name of a bank/financial institution, or with handwritten notations such as "bank deposit" or "deposit slip") containing cash and/or checks are returned to the sender whenever possible.

242.22 Input/Source. Trays marked "bank deposits" are transferred to this unit from the primary distribution unit by clerks assigned to the letter processing (manual) unit.

242.23 Equipment. Hand letter openers and envelope moisteners.

242.24 Materials. Dead letter branch envelopes (regular and window).

242.25 Processing Procedures

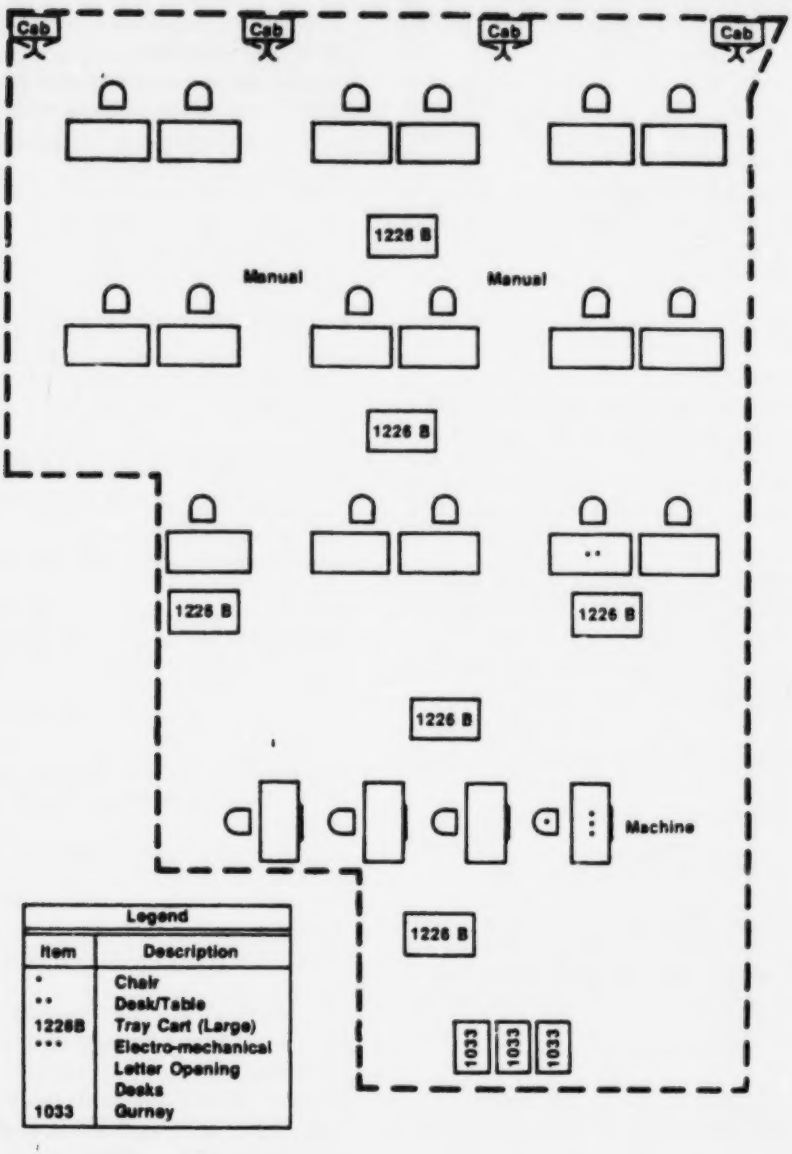
242.251 Examine Contents. Open envelopes manually with hand letter openers and examine contents to identify a return address.

242.252 Personal Checks. If contents consist of a personal check (or checks) made out to a bank or financial institution, examine the check to determine if the depositor's address is printed on the check. If the depositor's address is not found, set the check aside for transport to the shredding and disposal unit. If an address is found on the check, return the contents in a dead letter window envelope to the address found. Fold the check to expose the return address through the window and affix the check to the remaining enclosures to ensure it remains stationary. Seal the envelope and set it aside for the next dispatch.

242.253 Cash--Depositor's Address Identified. If contents consist of less than $10 in cash and the depositor's address is found, return the contents in a regular dead letter envelope to the address enclosed. Address the envelope, seal, and set it aside for the next dispatch.

242.254 Cash--Return Address Identified. If contents consist of $10 or more in cash and a return address is found, initial the envelope cover, write the amount of cash recovered, and transfer it to the file and retrieval unit.

242.255 Cash--No Return Address. If contents consist of cash in any denomination without a return address, initial the envelope, indicate the amount of cash recovered, and transfer the envelope and contents to the file and retrieval unit.



Legend	
Item	Description
•	Chair
••	Desk/Table
1226B	Tray Cart (Large)
•••	Electro-mechanical Letter Opening Desks
1033	Gurney

Exhibit 240
Letter Processing--Unit D

242.26 Output/Destination

a. Dead letter envelopes returning enclosures intended as bank deposits and addressed to the depositor (sender) are set aside for pickup and dispatch.

b. Envelopes that cannot be returned, but contain cash, are set aside in trays marked "cash deposits" and transferred to the file and retrieval unit for further action.

c. Envelopes containing cash amounting to $10 or more that can be returned are set aside in trays marked "cash returns" and transferred to the file and retrieval unit.

242.3 Unpaid Bills--Unit D4 (see Exhibit 240)

242.31 Purpose. Preprinted business envelopes (addressed to telephone companies, utilities, finance companies, etc.), with no indication that postage was paid, are opened to identify a return address and promptly returned to the sender.

242.32 Input/Source. Unpaid bills are received from the primary distribution unit in letter trays.

242.33 Equipment. Hand letter openers and envelope moisteners.

242.34 Materials. Penalty envelopes (window and regular).

242.35 Processing Procedures

242.351 Reducing Complaints. Process unpaid bills before all other dead mail to reduce customer complaints resulting from payment of late fees or finance charges. Transport each tray of unpaid bills from the primary distribution unit to the openers for opening.

242.352 Address Identified. Once the unpaid bills are opened:

a. Withdraw contents and examine them for a return address.

b. Address penalty envelope with return address identified from bill/invoice. If check enclosed contains preprinted name and address of sender, fold the check so the name and address on the check are visible when placed into a penalty window envelope.

c. Insert contents into penalty envelope.

d. Seal envelope and set it aside for dispatch.

242.353 No Return Address. If no return address is identified upon examination of contents:

a. Address penalty envelope using delivery address preprinted on bill/invoice or written on face of original envelope.

b. Insert contents into penalty envelope and rate for collection of any postage due.

c. Seal envelope and set it aside for dispatch.

Note: Do not send unpaid bills to addressees who have notified the dead letter branch in writing of their refusal to accept postage-due mail. Set them aside for the shredding and disposal unit.

242.36 Output/Destination. Dispatch all prepared unpaid bills. *Note:* Unpaid bills that cannot be returned are set aside for the shredding and disposal unit.

242.4 Business Reply--Unit D5 (see Exhibit 240)

242.41 Purpose. Business reply mail is opened and examined to identify a forwarding address or a return address where delivery may be effected.

242.42 Input/Source. Business reply mail is received from the primary distribution unit in letter trays.

242.43 Equipment. Hand letter openers.

242.44 Materials. Penalty envelopes and Form 3555, *Mail Returned* (see Appendix D).

242.45 Processing Procedures

242.451 Initial Determination. Remove the business reply mail from the tray and determine the treatment required for each piece of mail.

242.452 No Endorsement (letter improperly endorsed)

a. Address penalty envelope to post office of address.

b. Insert business reply mail into penalty envelope with Form 3555, *Mail Returned,* requesting proper endorsement.

c. Seal penalty envelope and set aside for dispatch

242.453 Return Address Identical to Delivery Address

a. Address penalty envelope to office issuing the business reply permit.

b. Insert business reply mail with memo requesting that a representative contact the permit holder to provide a properly addressed business reply envelope for mailers to use.

c. Seal penalty envelope and set aside for dispatch

242.454 Undeliverable and Ensorsed. Open all letters, withdraw and examine contents, and process as follows:

a. Contents of cash or value but providing no address for sender or addressee are prepared for filing as follows:

(1) Annotate back of envelope with brief description of articles of value or amount of cash.

(2) Use all-purpose dating stamp (Item 577B, *Rubber Dating and Time Stamp*) to show date of treatment on back of envelope.

(3) Place initials near date endorsement.

(4) Set aside for transport to the file and retrieval unit.

b. Contents of cash or value with an address of sender or addressee are prepared for dispatch as follows:

(1) Checks. Fold personal checks so that preprinted name and address on check will be visible in a window envelope. Transparent tape may be used to hold check in place more securely. Insert check with contents into window envelope, rate envelope for collection of any postage due, seal, and set aside for dispatch.

(2) Cash. Address penalty envelope with the name and address where delivery will be attempted. Insert cash and contents into penalty envelope. If cash of under $10, rate envelope with postage due (if any), seal, and set aside for dispatch; if cash of $10 or more, set aside for transport to the file and retrieval unit.

(3) Articles of Value. Address padded bag with the name and address where delivery will be attempted. Insert article of value and contents into padded bag. If article of value is under $10, rate padded bag with postage due (if any), staple, and set aside for dispatch; if article of value is $10 or more, set aside for transport to the file and retrieval unit.

(4) Miscellaneous. Address penalty envelope with the name and address where delivery will be attempted. Insert contents into penalty envelope. Rate envelope with postage due (if any), seal, and set aside for dispatch.

c. Contents of no obvious value are declared waste and placed into a waste container for transport to the shredding and disposal unit.

242.46 Output/Destination

If Obvious Value				If No Obvious Value
Transport Mail	Cash		Other Items	
	Under $10	$10 or More		
With Addresses Identified	To Dispatch	To File & Retrieval Unit	To Dispatch	To Shredding & Disposal Unit
Without Addresses Identified	To File & Retrieval Unit	To File & Retrieval Unit	To File & Retrieval Unit	To Shredding & Disposal Unit

242.5 Nonmailable--Unit D6 (see Exhibit 240)

242.51 Purpose. Undersize and nonstandard-size letters without a surcharge and return address are opened and examined. Contents are returned, accompanied with an explanation why the letter has been treated at the dead letter branch and considered nonmailable; i.e., failure to meet size requirements for letter mail.

242.52 Input/Source. Nonmailable pieces are transferred from the primary distribution unit in trays by clerks assigned to this unit.

242.53 Equipment. Hand letter openers and envelope moisteners.

242.54 Materials

a. Dead letter penalty envelopes (window and regular).

b. Notice 5, *Return to Sender* (card).

c. Notice 5-A, *Undersize Matter Without a Return Address* (Appendix E).

d. Notice 5-B, *Nonstandard Mail Without a Surcharge or Return Address* (Appendix F).

242.55 Processing Procedures

242.551 Nonmailable Categories. Separate nonmailable letters into the following categories:

a. Undersize (those less than .007 inches thick or which do not exceed 1/4 inch thick but are under 3-1/2 inches high, 5 inches long, or *not* rectangular in shape).

b. Nonstandard size (items of 1 ounce or less exceeding 6-1/8 inches high, 11-1/2 inches long, or 1/4 inch thick) without a 10-cent surcharge affixed. (See Glossary for length-to-height ratio.)

c. Other nonmailable pieces (those not acceptable in letter-style envelopes because they could damage mail processing equipment).

242.552 Treatment of Categories. Treat each category as follows:

a. Open and examine undersize (nonmailable) pieces to identify a return address. If a return address is found, return the letter and contents in a penalty envelope, along with Notice 5-A attached to a Notice 5 for remailing.

b. Open and examine contents of nonstandard-size pieces to find a return address. If the sender's address is identified, return the mailpiece in a penalty envelope, along with a Notice 5-B.

c. Open and examine other nonmailable matter to identify a return address and return to the sender in a padded bag, stamped with the following endorsement:

THIS IS NONMAILABLE
Return to Sender

d. If a return or forwarding address cannot be identified after opening and examining, transfer the envelope with valuable enclosures or cash to the file and retrieval unit. Put letters with contents of no value into waste containers.

242.56 Output/Destination

a. Set aside for dispatch nonmailable items returned or forwarded.

b. Letters with valuable enclosures that cannot be returned or forwarded are transferred to the file and retrieval unit for subsequent handling.

c. Dump waste containers with items of no obvious value in hampers for transport to the shredding and disposal unit.

242.6 Treatment of Other Letters--Unit D7 (see Exhibit 240)

242.61 Purpose. Nonmachinable letters are opened, examined manually, and returned (or forwarded) when addresses are found. Also, letters already opened on machines and separated according to type of enclosure ("cash," "checks," "value," and "unknown") are examined and returned (or forwarded), as necessary.

242.62 Input/Source. Unopened letters are transferred from the primary distribution unit in trays labeled "Manual." Opened letters are transported from the letter processing (manual) unit on tray carts, with trays labeled according to the contents; i.e., "cash," "checks," "value," and "unknown."

242.63 Equipment. Hand letter openers, rubber stamps, and envelope moisteners.

242.64 Materials. Preprinted dead letter penalty envelopes (regular and window).

242.65 Processing Procedures

242.651 Contents of Value. Manually open letters, using hand letter openers, and forward contents of value, or less than $10 in cash, in dead letter penalty envelopes when addresses are identified. When letters with contents of value cannot be returned (or forwarded), or contain $10 or more in cash, initial and enter the amount on the envelope and transfer it to the file and retrieval unit. Treat opened letters as follows.

242.652 Cash. Return or forward letters containing cash of less than $10 enclosed in dead letter penalty envelope, address, rate, seal, and set aside for dispatch. Mark those containing cash of $10 or more with the examiner's initials and total cash enclosed, and transfer them to the file and retrieval unit in trays labeled "cash deposit" (if no return or forwarding address is found) or "cash return" (if cash can be returned or forwarded to an address found).

242.653 Checks. Enclose letters containing checks and return (or forwarding) addresses in dead letter envelopes, address, rate, and set aside for dispatch. If the return address is printed on the check, enclose the check so that the address is visible in a penalty window envelope, rate the letter, seal, and set aside for dispatch. Deposit letters containing checks that cannot be returned (or forwarded) in waste containers.

242.654 Value. Return or forward letters containing items which may have market value, or personal value to the customer, in dead letter envelopes when addresses are identified. Transfer those that cannot be returned or forwarded to the file and retrieval unit for additional handling in trays labeled "value file."

242.655 Unknown. Closely examine letters containing unidentified contents to determine if cash, checks, or valuable items are enclosed. If articles in these categories are found, follow the appropriate procedures detailed above for each category. Deposit enclosures of no value in waste containers. *Note:* Rate unpaid letters forwarded to the addressee for collection of postage due.

242.656 Output/Destination

a. Dispatch letters returned (or forwarded) in dead letter penalty envelopes daily.

b. Set aside letters trayed separately for the file and retrieval unit according to "cash deposit," "cash return," or "value file," and transport them to the file and retrieval unit.

c. Transfer letters with contents of no value that are placed in waste containers to the shredding and disposal unit for final disposal.

250 Flats Processing--Unit E (see Exhibit 250)

251 Purpose

Contents of flats are examined and returned or forwarded to the address identified.

252 Input/Source

Flats are received from the mail preparation unit.

253 Equipment

Utility carts, hand letter openers, scale, rubber stamps, flat holdout case, and envelope moisteners.

254 Materials

Notice 5-B, *Nonstandard Mail Without a Surcharge or Return Address,* and flat-size dead letter penalty envelopes preprinted with the return address and endorsement.

255 Processing Procedures

255.1 Paid and Unpaid Flats. Since unpaid flats (flats without postage) are sent directly to dead letter branches *without* first attempting delivery, treat these flats promptly before paid flats (flats with postage). Manually open, examine, and handle all flats (unpaid and paid) as follows.

255.2 Contents of No Value. Place in waste container.

255.3 Contents of Value

255.31 No Address Identified

a. Put description of contents of value/cash on back of flat.

b. Round-stamp back of flat to indicate date of treatment.

c. Initial flat near round-stamp impression.

d. Insert contentss in flat.

e. Set aside in holdout for file and retrieval unit.

255.32 Address Identified

a. Address a flat-size penalty envelope.

b. Insert contents and the original flat into the penalty envelope preprinted or stamped with the following endorsement:

Postage Due: (amount)

c. Include Notice 5-B and remove Label 100, *Return to Sender--$.10 Postage Due for Nonstandard Surcharge,* if the surcharge for nonstandard size is not paid. (Nonstandard flats without the surcharge paid has Label 100 affixed to the original flat.)

d. Rate amount due for flats containing less than $10 in value and include:

(1) Postage due for unpaid flats forwarded to addressee.

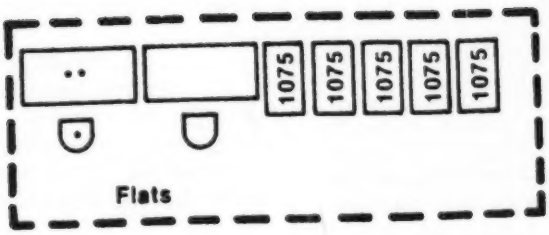
(2) Surcharge, if flats are nonstandard size, and fowarded to the addressee.

e. Seal flats for dispatch if contents are less than $10 in cash or value.

f. Set aside flats containing $10 or more in value to be treated and rated at the file and retrieval unit.

256 Output/Destination

Transport contents of no value to the shredding and disposal unit. Collect contents of value (no address identified) and transport to the file and retrieval unit. Collect flats with contents of value and transport to the dispatch area or, if $10 or more in cash, to the file and retrieval unit.



Legend	
Item	Description
•	Chair
••	Desk/Table
1075	Utility Cart

Exhibit 250
Flats Processing--Unit E

260 File and Retrieval--Units F

261 Retention--Unit F1

261.1 Retention of Registered Mail--Unit F1a (see Exhibit 260)

261.11 Purpose. Dead letters, including registered letters, that cannot be returned to sender or forwarded to the addressee are filed and retained for a specified time to provide the sender or addressee an opportunity to claim them.

261.12 Input/Source. Registered mail is received from the registry unit of the local post office.

261.13 Equipment. Security container (safe) and rubber stamps.

261.14 Materials. Registry numbers stickers; Form 3806, *Receipt for Registered Mail;* Form 3854-A, *Registered Mail Dispatch Bill;* Form 3877, *Firm Mailing Book for Registered, Insured, COD, Certified, Return Receipt for Merchandise, and Express Mail;* and dead letter penalty envelopes.

261.15 Processing Procedures

261.151 Open and Examine Mail. Sign Form 3854-A at the registry section when taking possession of the registered letters addressed to the dead letter branch, then open the registered mail and withdraw the contents. Examine the contents for an address at which to attempt delivery.

261.152 Delivery Address Identified

a. Address a penalty envelope.

b. Insert registered mailpiece into the penalty envelope.

c. Register penalty envelope.

d. Record on Form 3877, the original registry number, the new registry number, and the office where delivery will be attempted.

e. Seal and set aside for dispatch.

f. Sign Form 3806.

261.153 No Deliverable Address Found

a. Record on Form 3877 the addressee's incorrect name and address, the registry number, and date filed.

b. File registered mailpiece into a security container/safe (in the order that it is placed there). Retain mail for 1 year, accessible only to the person responsible for its security.

c. Remove registered mailpiece from the security container after 1-year retention period from date of mailing and record on Form 3877 the date removed from the file.

d. Set aside contents of value for dead parcel branch auction, but place contents of no obvious value in waste containers.

261.16 Output/Destination. Take all registered mail prepared for dispatch to the registry unit of the local post office. Take all contents of no obvious value to the shredding and disposal unit in waste containers. Take all contents of value to the dead parcel branch.

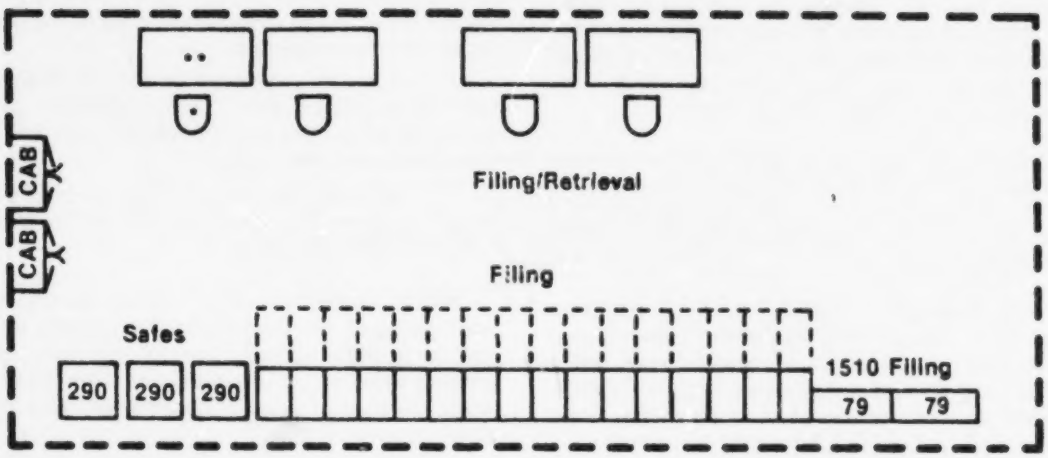
261.2 Retention of Express Mail--Unit F1b (see Exhibit 260)

261.21 Purpose. Dead letters, including Express Mail, that cannot be returned to sender or forwarded to the addressee are filed and retained for a specified time to provide the sender or addressee an opportunity to claim them.

261.22 Input/Source. Express Mail is received from the mail preparation unit in trays or pouches.

261.23 Equipment. Security container (safe) and rubber stamps.

261.24 Materials. Express Mail labels; Form 3877, *Firm Mailing Book for Registered, Insured, COD, Certified, Return Receipt for Merchandise, and Express Mail;* and penalty envelopes.



Legend	
Item	Description
•	Chair
••	Table/Desk
79	Distribution Case, Letter Size

Exhibit 260
File and Retrieval--Unit F

261.25 Processing

261.251 Address Illegible. Examine the Express Mail to determine the additional treatment required. If the address is illegible, return it to the office of mailing identified from the meter strip on the mailpiece. The office of mailing will address the mailpiece from their copy of the Express Mail label.

261.252 Unclaimed or Refused. If the Express Mail is unclaimed or refused by the addressee and also refused by the mailer:

a. Open the mail and remove the contents.

b. Send items of value to auction, items of no value to the shredding and disposal unit, and deposit cash.

Note: Open all other Express Mail and search for an address to attempt delivery.

261.253 Address Found

a. Address Express Mail label for penalty envelope or other container.

b. Insert original Express Mail into penalty envelope or other container.

c. Rate for collection of any postage due.

d. Record on Form 3877 the original Express Mail number, the new Express Mail number, and the post office to which it is sent for delivery.

e. Set aside for dispatch.

261.254 No Deliverable Address Found

a. File Express Mail in a file cabinet by date of mailing.

b. Record on Form 3877 the incorrect label address information, Express Mail number, and date filed.

c. Retain in a file cabinet for 1 year from month of mailing.

d. Remove from file after 1-year retention period and record on Form 3877 the date removed from the file.

e. Set aside contents of value for dead parcel branch auction, but place contents of no obvious value in waste containers.

261.26 Output/Destination. Dispatch all Express Mail daily. Take all contents of no obvious value to the shredding and disposal unit in waste containers. Take all contents of value to the dead parcel branch.

261.3 Retention of Insured, Certified, and COD--Unit F1c (see Exhibit 260)

261.31 Purpose. Dead letters--certified, COD, and insured--that cannot be returned to sender or forwarded to the addressee are filed and retained for a specified time to provide the sender or addressee an opportunity to claim them.

261.32 Input/Source. Certified, COD, and insured letters are received from the primary distribution unit in letter trays.

261.33 Equipment. File cabinets and rubber stamps.

261.34 Materials. Certified numbers stickers, Form 3877, *Firm Mailing Book for Registered, Insured, COD, Certified, Return Receipt for Merchandise, and Express Mail;* Form 3555, *Mail Returned;* and penalty envelopes.

261.35 Processing Procedures

261.351 Nondelivery Endorsement Missing. Examine the mailpiece to determine the additonal treatment required. If proper endorsement of nondelivery is missing:

a. Address a penalty envelope to the claims and inquiry unit at the office that failed to endorse the mailpiece.

b. Insert certified mailpiece into the penalty envelope with a Form 3555, requesting proper endorsement by the appropriate office.

c. Record on Form 3877 the number (certified, COD, or insured), the addressee's name and address, and the post office to which the mailpiece and request were sent.

d. Seal and set aside for dispatch.

261.352 Address Identified. If the Form 3811, *Domestic Return Receipt,* is attached to the envelope, examine it for a return address of the mailer. When an address is identified:

a. Address a penalty envelope to the claims and inquiry unit at the post office that will deliver the mail to the mailer.

b. Insert the mailpiece into the penalty envelope with a Form 3555, requesting the post office to effect delivery to the mailer.

c. Record on Form 3877 the number (certified, COD, or insured), the addressee's name and address, and the post office to which the mailpiece and request are sent.

d. Seal and set aside for dispatch.

261.353 No Return Address. If no return address is identified:

a. Open the mailpiece and withdraw the contents.

b. Examine the contents for an address where delivery can be effected.

261.354 Address Found. When an address is found:

a. Address a penalty envelope to the claims and inquiry unit at the post office that will deliver the mail.

b. Insert the mailpiece into the penalty envelope with a Form 3555, requesting the post office to effect delivery.

c. Record on Form 3877 the number (certified, COD, or insured), the addressee's name and address, and the post office to which the mailpiece and request are sent.

d. Seal and set aside for dispatch.

261.355 No Address Found. When no address is found:

a. Record the number (certified, COD, or insured) and the addressee's name and address on Form 3877 used for file records.

b. Take the letter to letter-size file cabinets arranged with one file drawer for each month of the year.

c. Open the drawer that designates the month the letter was mailed and file the letter alphabetically by the first letter of the addressee's surname.

d. Retain letters in the file for 1 year.

e. Remove letters from the file after the 1-year retention period and record the date removed from the file on Form 3877.

f. Set aside contents of value for dead parcel branch auction, but place contents of no obvious value in waste containers.

261.36 Output/Destination. Dispatch all mail prepared for dispatch. Take all contents of no obvious value in waste containers to the shredding and disposal unit. Take all contents of value to the dead parcel branch.

261.4 Second-Time Treatment--Unit F1d (see Exhibit 260)

261.41 Purpose. Penalty envelopes containing dead letters returned or forwarded to an address by the dead letter branch, but unclaimed or refused by the addressee, are opened to determine if the contents should be retained or discarded.

261.42 Input/Source. "Second-time" mail is received from the primary distribution unit in letter trays.

261.43 Equipment. File cabinets and rubber stamps.

261.44 Materials. Penalty envelopes.

261.45 Processing Procedures

261.451 Unpaid and Returned Unclaimed Mail. Open the penalty envelope and examine the original dead letter. If the letter was unpaid and returned to the mailer, but unclaimed by the mailer, then:

a. Address a penalty envelope with the name and address on the original dead letter. *Note:* Do not send unpaid mail to any addressee business establishment that has notified the dead letter branch in writing that they will not accept postage-due mail. Also, do not send unpaid mail to the addressee if it was refused by the mailer.

b. Insert the original dead letter into a penalty envelope.

c. Rate the penalty envelope for collection of postage due.

d. Seal and set aside for dispatch.

261.452 Paid and Returned Unclaimed Mail. If the letter was paid and returned to the mailer, but unclaimed or refused by the mailer, then:

a. File the dead letter, if contents are of obvious value. Certified, COD, or insured letters returned for second-time treatment are recorded in the "file" firm book and annotated in the "dispatch" firm book to show filing on that date. Retain in file for 1 year from date of mailing.

b. Put the dead letter into waste container, if contents are of no obvious value.

c. Remove from file after the 1-year retention period.

d. Set aside contents of value for dead parcel branch auction, but place envelope wrappers and other contents of no obvious value in waste containers.

261.46 Output/Destination. Set aside second-time mail for dispatch. Transport second-time letters with contents of no obvious value to the shredding and disposal unit. Take all contents of value to the dead parcel branch.

261.5 Ordinary Mail Treatment--Unit Fle (see Exhibit 260)

261.51 Purpose. Dead letters with contents of obvious value that cannot be returned to sender or forwarded to the addressee are filed and retained for a specified time to provide the sender or addressee an opportunity to claim them.

261.52 Input/Source. Ordinary mail is received from the damaged mail unit, the flats processing unit, and the letter mail processing unit.

261.53 Equipment. File cabinets and rubber stamps.

261.54 Materials. Penalty envelopes.

261.55 Processing Procedures

261.551 Filing Categories. Separate the mail by these file categories:

a. Time value (passports, airline tickets, theater tickets, etc.).

b. Nonnegotiable (travelers' checks, bank drafts, money orders, etc.).

c. Phologràphs and other items of obvious value.

d. Food stamps.

e. Temporary:

(1) U.S. savings bonds.

(2) USPS money orders.

(3) Drivers' licenses and other ID cards.

261.552 Filing Procedures. Take the letters to be filed to the file cabinets (put letters containing items of very high value in a safe). Open the file drawer allocated for the month of the year that the letters were mailed. File the letter alphabetically by the first letter of the addressee's surname. File any envelope addressed to postman or left blank in the front of the drawer designated for the month that it was found undeliverable. Retain letters in file for 1 year, except:

a. Hold U.S. savings bonds and money orders for 1 week only.

b. Hold drivers' licenses and other ID cards no longer than 60 days.

Note: Do *not* file citizenship papers *or* certificates of naturalization *or* military discharge papers.

261.56 Output/Desination

261.561 Ordinary Mail and Value Items. Take ordinary mail that is unclaimed after the 1-year retention period to the shredding and disposal unit. Take items of value from the safe to the dead parcel branch.

261.562 U.S. Savings Bonds. At the end of each week, send U.S. Savings Bonds to:

BUREAU OF PUBLIC DEBT
DIV OF TRANSACTIONS AND RULINGS
200 THIRD STREET
PARKERSBURG WV 26101-5312

Record the bond serial number and the addressee's name and address in Form 3877, *Firm Mailing Book for Registered, Insured, COD, Certified, Return Receipt for Merchandise, and Express Mail.*

261.563 Citizenship Papers and Naturalization Certificates. At the end of each week, send citizenship papers and certificates of naturalization, with an explanation that the mail was removed from dead letters, to:

IMMIGRATION AND NATURALIZATION SERVICE
DEPARTMENT OF JUSTICE
WASHINGTON DC 20536-0001

261.564 Money Orders. Stamp USPS money orders "Void (location) Dead Letter Branch," and send them at the end of each week to:

MONEY ORDER DIVISION
ST LOUIS PDC INQUIRY SECTION
BOX 14965
ST LOUIS MO 63182-9400

Record the money order number, name of payee, name of purchaser of money order, date of issue, value, and ZIP Code of issuing unit.

261.565 Drivers' Licenses. Take drivers' licenses and ID cards to the shredding and disposal unit, if unclaimed after 60 days.

261.566 Travelers' Checks. At the end of each week, return all travelers' checks to the address of the parent firm. Send all American Express travelers' checks, at the end of each week, to:

THE AMERICAN EXPRESS COMPANY
181 INVERNESS DRIVE WEST
ENGLEWOOD CO 80112-5299

Return other travelers' checks to the address of the parent firm, if known; otherwise, destroy these enclosures.

261.567 Military Discharges. Each week, send military discharges (with an explanation that the discharges were found in dead letters) to the appropriate address given below:

ADMINISTRATION SERVICES
DEPARTMENT OF THE AIR FORCE
WASHINGTON DC 20330-0001

ARMY ADJUDENT GENERAL
DEPARTMENT OF THE ARMY
WASHINGTON DC 20301-0001

US COAST GUARD
WASHINGTON DC 20004-0001

BUREAU OF NAVAL PERSONNEL
WASHINGTON DC 20350-0001
(Navy and Marine)

262 Search--Unit F2 (see Exhibit 260)

262.1 Purpose. Searches for letters/flats in response to customer inquiries and forwards or returns items claimed.

262.2 Input/Source. Customer inquiries on Form 1510, *Mail Loss/Rifling Report* (or personal correspondence), are transferred to the file and retrieval unit in trays identified as "Office Mail" from the primary distribution unit. Inquiries are also received by telephone.

262.3 Equipment. Letter-size distribution cases, desk organizer, and manual letter openers.

262.4 Materials. Form 1510, *Mail Loss/Rifling Report;* letter of response to written inquiries or correspondence received from customers (see Appendix G); and penalty envelopes.

262.5 Processing Procedures

262.51 Form 1510. Process each Form 1510 as follows:

a. Date the back of each Form 1510 with date of receipt.

b. Review each Form 1510 to check that all necessary information is provided to conduct the search.

c. Return incomplete or deficient Forms 1510 to the office submitting the inquiry so that corrective action can be taken.

d. Sort complete Forms 1510 by date that the missing letter (or flat) was reported mailed (see block 6, Part IIB). Use two letter distribution cases for this purpose; one for sorting and holding Forms 1510 received for the current month, and one for holding Forms 1510 sorted in the previous month. Retain Forms 1510 for 30 days from the date of mailing prior to initiating the search.

e. After 30 days from the date of mailing, begin searching each Form 1510 consecutively by date of mailing.

f. Locate and open the file containing letters (or flats) retained for the month the missing item was reported mailed (refer to block 6, Part IIB).

g. Search the file by checking letters retained under the alphabetical separation for the addressee's last name provided in block 5 of Form 1510.

h. If the item is located, send it to the address requested by the customer initiating the search. Enclose it in a penalty envelope and rate for collection of any postage due. Complete Part IV of Form 1510 to show the date of the search, name of the examiner, results of the search (item located), and where the letter (or flat) was sent; i.e., to the "sender" or the "addressee."

i. If the item is *not* located, complete Part IV of Form 1510, indicating that the item was "not located" and send the form to the dead letter branch serving the office of address *or* return it to the initiating office of mailing (if already treated by that dead letter branch).

262.52 Letters of Inquiry. Return letters containing correspondence inquiring about missing letters (or flats) to the sender, in a penalty envelope, with a letter to the customer requesting him to personally report the loss at a local post office (see Appendix G).

262.53 Telephone Inquiries. Advise customers calling to inquire about missing letters (or flats) to report the loss by contacting the office of mailing or address.

262.6 Output/Destination. Dispatch all letters to customers, office of mailing, or dead letter branches serving the office of the address of mailing.

263 Cash Deposit and Return--Unit F3 (see Exhibit 260)

263.1 Cash Deposit--Unit F3a (see Exhibit 260)

263.11 Purpose. Deposits all cash removed from dead letters daily, cash converted to money orders, cash received for postage-due fees, and money found loose in the mail.

263.12 Input Source. Trays designated "cash deposit" received from the letter mail processing unit.

263.13 Equipment. Desk organizer and safe compartment.

263.14 Materials. Form 1412-A, *Daily Financial Report,* bank deposit slips, and money wrappers.

263.15 Processing Procedures

263.151 Form 1412-A. Complete Form 1412-A at close of business, to report the following:

263.152 Money Removed From Dead Letters Filed

a. Withdraw the contents of the dead letter.

b. Count the money to verify the amount noted on the back of the envelope by the clerk from the letter mail processing unit.

c. Round-stamp the back of the envelope and initial to signify the enclosed amount was verified.

d. Strip cash from letters to be filed (amount of cash $5 or more).

e. Verify total amount by comparing adding machine tape of amounts noted on stripped envelopes with total dollar amount counted.

f. Enter verified total on Form 1412-A.

263.153 Money Removed from Dead Letters Not Filed

a. Strip cash from letters not filed (amount of cash is less than $5).

b. Record cash amount on recap log as letter is stripped.

c. Verify total amount by comparing adding machine tape of amounts on recap log with total dollar amount counted.

d. Enter total on Form 1412-A from adding machine tape of recap log.

263.154 Cash Converted to Money Orders. See 263.2, Cash Return--Unit F3b.

263.155 Postage-Due Fees

a. Record the checks or cash amounts received from customers for postage-due mail on recap log.

b. Enter total to Form 1412-A.

263.156 Money Found Loose in the Mail

a. Issue a receipt to the clerk bringing the money for deposit.

b. Record amount on recap log.

c. Enter total on Form 1412-A.

Note: All procedures above must be cross-checked by two independent clerks, one assigned to remove, record, and total cash, and the second assigned to verify the sum on the adding machine tape with an actual count of the cash received and entered on the recap.

263.16 Output/Destination. Route the Form 1412-A to the accounting unit of the dead letter branch office. The director of finance of the dead letter branch post office will instruct the branch to use either the "Banking Post Office Procedures" or the "Nonbanking Post Office Procedures" to make a daily cash depost.

263.2 Cash Return--Unit F3b (see Exhibit 260)

263.21 Purpose. Cash of $10 or more is converted to a money order before it is returned to the sender or forwarded to the addressee.

263.22 Input/Source. Letters in trays designated "cash return" are transferred from the letter mail processing unit, and letters reclaimed from "cash" files are transferred from the file and retrieval unit.

263.23 Equipment. Desk organizer, safe compartment, and money order imprinter.

263.24 Materials. Money order forms and Forms 1412-A, *Daily Financial Report.*

263.25 Processing Procedures.

a. Issue a money order for all cash returns of $10 or more. Deduct money order fee prior to issuance of the money order. Send cash, if returns are less than $10.

b. Retain customer copy of money order for record of payee name, address, and amount.

c. Address penalty envelope with forwarding or return address.

d. Insert contents of letter into penalty envelope, replacing cash with a money order.

e. Rate penalty envelope with any postage due to be collected upon delivery.

f. Seal and set aside for dispatch.

g. On Form 1412-A, enter total dollar amount of cash converted to money orders and applicable money order fees.

263.26 Output/Destination. Dispatch all letters set aside for dispatch.

270 Shredding and Disposal--Unit G (see Exhibit 270)

271 Purpose

All mail matter of no obvious value is shredded and disposed of as waste to protect the privacy of the mailer. Mail waiting to be shredded or destroyed must be held within a secure area of the dead letter branch at all times.

272 Input/Source

Mail of no obvious value is received in gurneys and hampers from the following units:

a. Mail Preparation
b. Primary Distribution
c. Damaged Mail Processing
d. Letter Processing
e. Flats Processing
f. File and Retireval

Note: Contents of unclaimed mail removed from the file and retrieval unit after 1-year retention are examined. Enclosures which do *not* have market or cash value are transferred to the shredding and disposal unit. This includes unclaimed items which may have personal value to the sender or addressee who has not been identified (photographs, recordings, etc.).

273 Equipment

High-capacity, waste-reduction machine capable of:

a. Shredding a variety of materials (paper, cardboard, plastic cards, magazines, film, and other matter found in letter- and flat-size mail).

b. Reducing waste of varying thickness and weight to strips measuring up to 1/2 inch.

c. Operating quietly and safely.

274 Processing Procedures

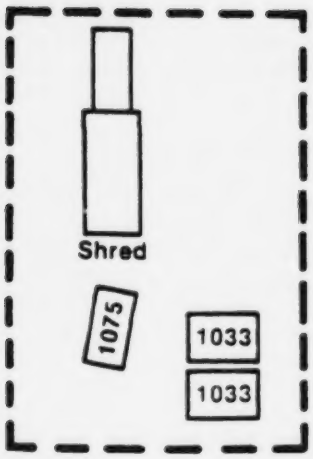
a. Transport hampers and gurneys containing material to be shredded to the input ledge of the shredding machine. The supervisor in charge must regularly review material to be shredded to ensure that letters set aside to be destroyed do not contain valuables or enclosures of value that can be forwarded or returned.

b. Turn on the shredder.

c. Feed material on input surge belt in small batches, easily handled with two hands. The weight-activated input belt should automatically feed the material to the grinding mechanism (and back up to surge the input if jams occur).

275 Output/Destination

Transport all waste material to the waste container/dumpster.



Legend	
Item	Description
1033	Gurney-Basket
1075	Utility Cart
Shred	Shredding Machine

Exhibit 270
Shredding and Disposal--Unit G

Chapter 3
Recording and Reporting

310 Introduction

The mail classification manager (or mailing requirements manager) has the primary responsibility for ensuring compliance with requirements for controlling expenditures, safeguarding assets, and properly recording and reporting data. The following forms are used to provide data to Postal Service management for their evaluation and control of operational and financial procedures at dead letter branches.

320 Form 4911, Dead Letter Report

Use a Form 4911 (see Exhibit 320) to collect and report data at dead letter branches. The form must be completed by the supervisor of the dead letter branch and approved by the manager, mailing requirements. Submit copies of the Form 4911 for each accounting period at the end of each quarter to the General Manager, Business Requirements Division, Office of Mail Classification, Rates and Classification Department, USPS Headquarters, Wshington, DC 20260-5365. Form 4911 may be reproduced locally or is available from the Business Requirements Division and may be ordered by memorandum. See back of Form 4911 for instructions to complete the form.

330 Form 1412-A, Daily Financial Report

331 General

A Form 1412-A, *Daily Financial Report,* must be used to record receipts and disbursements as they occur. This uniform method of reporting records the business conducted by each dead letter branch on a current basis. A Form 1412-A, with supporting documents and related funds, must be submitted each workday.

332 AIC 100, Domestic Money Order--Value

The total cash value of money orders issued on domestic forms, as shown by vouchers, are entered at the close of business for that day. The customer copy is retained in the security container as a record of amount, to whom issued and addressed, and date of issue.

333 AIC 101, Domestic Money Order Fee

The value of money order fees that are collected prior to issuance.

334 AIC 126, Miscellaneous Non-Postal Revenue

Total amount from daily recap cash recorded by the clerk for the cash removed from dead letters (filed and not filed) checks received for payment of postage due, and money found loose in the mail at this dead mail site to the log as they are identified. They are then entered to the Form 1412-A at the close of business for that date.

335 AIC 353, Cash Retained From Previous Report

The amount listed on AIC 753 on the previous day's deposit.

336 AIC 624, Refund of Miscellaneous Non-Postal Revenue

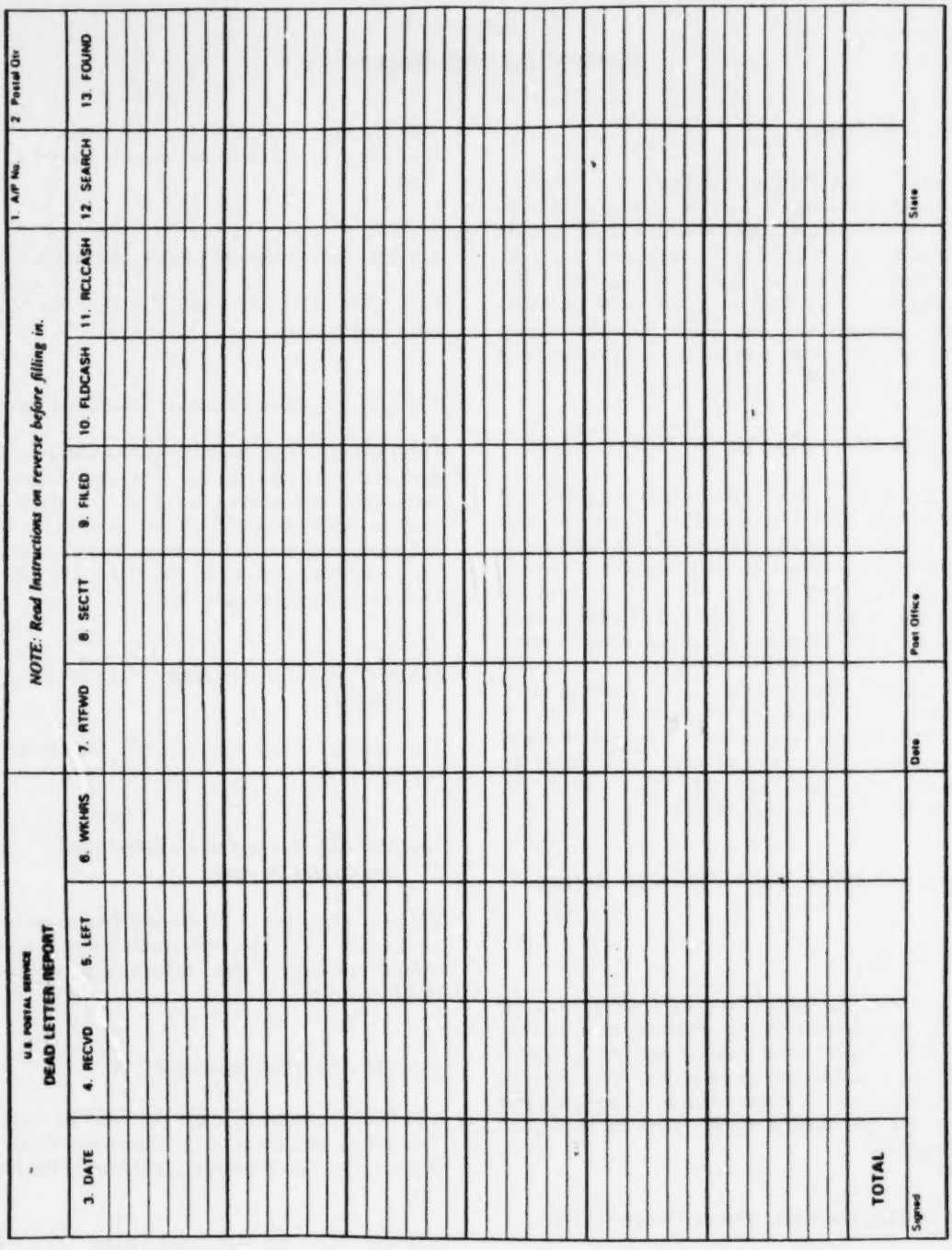
Refunds of amounts previously shown as receipts under AIC 126. This will result when a customer submits an inquiry that reclaims the cash contents of a filed letter.

337 AIC 752, Cash Remitted

The total amount of cash that will be deposited. Two employees must count the cash and initial the deposit slip. The deposit is registered to the bank.

338 AIC 753, Cash Retained Today

Loose change that is not deposited because of the bank's policy.



U.S. POSTAL SERVICE
DEAD LETTER REPORT

NOTE: Read instructions on reverse before filling in.

3. DATE	4. RECVD	5. LEFT	6. WKHRS	7. RTFWD	8. SECTT	9. FILED	10. FLDCASH	11. RCLCASH	12. SEARCH	13. FOUND

INSTRUCTIONS

Use a Form 4911 to collect and report data at dead letter branches. The form must be completed by the supervisor of the dead letter branch and approved and signed by the Manager, Mail Classification (or Manager, Mailing Requirements.) Submit copies of the Form 4911 for each accounting period at the end of each quarter to the General Manager, Business Requirements Division, Washington, DC 20260-5365. Form 4911 is available from the Business Requirements Division and may be ordered by memorandum. Form 4911 must be completed as follows:

Data	Entry Requirements
1. A/P NO.	ACCOUNTING PERIOD Enter the Accounting Period number in which this data was collected.
2. POSTAL QUARTER	Self-explanatory.
3. DATE	DATE Record each date of activity during the AP.
4. RECVD	MAIL RECEIVED Enter the total number of mail pieces received. Apply the following linear conversion rates: Letter Mail — 290 pieces per foot Flat Mail — 115 pieces per foot
5. LEFT	VOLUME LEFT Enter the total number of mail pieces awaiting treatment at the close of business for each date of activity. The following linear conversion rates will be used: Letter Mail — 290 pieces per foot (Checks, Unpaid bills) — 330 pieces per foot Flat Mail — 115 pieces per foot
6. WKHRS	WORKHOURS Enter the actual number of total workhours (employee and supervisor) that are used for each date of activity.
7. RTFWD	MAIL RETURNED OR FORWARDED Enter the total number of letters or flats dispatched to the address identified (sender/addressee) by examination of mail contents.
8. SECTT	SECOND TIME TREATMENT Enter the total number of letters or flats received at the dead letter branch because they were undeliverable as addressed, unclaimed or refused when returned to the sender or forwarded to an addressee of a dead letter processed at this dead letter branch.
9. FILED	NUMBER FILED Enter the total number of letters or flats which cannot be returned or forwarded but contain cash or other articles having an estimated value of $5.00 or more. These letters or flats are held for one year awaiting reclamation.
10. FLDCASH	FILED CASH Enter the total dollar amount of cash stripped from the letters or flats that are filed. The total amount is obtained from Form 1412-A, Daily Financial Report.
11. RECLCASH	RECLAIMED CASH Enter the total dollar amount of cash reclaimed through a search of the files in response to an inquiry from the sender or addressee.
12. SEARCH	NUMBER OF SEARCHES Enter the total number of searches performed through the files in response to inquiries.
13. FOUND	MAIL FOUND Enter the total number of letters or flats found when searching through the files in response to inquiries. Do not include this number with the return/forward number dispatched.

PS Form 4911, Jan. 1988 *(Reverse)*

Exhibit 320
Dead Letter Branch Report (Reverse)

Appendix A
Glossary of Terms

Bank Deposits — Often identified by terms such as "Bank Deposit" or a bank address on the envelope; not intended to be mailed, but deposited in Postal Service collection boxes in error.

Business Reply — Preprinted envelopes with addressee's permit number and statement that addressee will pay for postage, and with a pattern of horizontal bars along the right edge.

Certified Mail — Identified by the green certified numbered label attached to the mailpiece.

Damaged Mail — Torn, soiled, machine-damaged letters in poor condition for delivery because the address is illegible.

Dead Letter Branch Mail — Penalty envelopes containing an inquiry on Form 1510 or other letters addressed to the dead letter branch pertaining to dead letter branch business, but are *not* dead letters by definition.

Flat-Size Mail — Consists of unwrapped, paper wrapped, sleeve wrapped, and enveloped matter that exceeds one or more of the maximum dimensions for letter mail (see definition below) but does not exceed 15 inches long, 12 inches high, and 3/4 of an inch thick.

Foreign Mail — Mail that originates in a foreign country (including Canada) but is undeliverable as addressed and not forwardable to a domestic address.

Letter-Size Mail — Consists of those pieces 5 to 11-1/2 inches long, 3-1/2 to 6-1/8 inches high, and .007 to 1/4 of an inch thick.

Live Mail — Mail which has been missent to the dead letter branch in error but has not been delivered, forwarded, or returned to a valid address shown on the envelope.

Machinable Paid, Large — Letters suitable for machine processing that are between 4-1/2 and 6 inches high, with postage paid. Stamps completely covered by tape are not valid for postage.

Machinable Paid, Small — Letters suitable for machine processing that are between 3-1/2 and 4-1/2 high, with postage paid. Stamps completely covered by tape are not valid for postage.

Machinable Unpaid, Large — Letters suitable for machine processing, with no postage, that are between 4-1/2 and 6 inches high.

Machinable Unpaid, Small — Letters suitable for machine processing, with no postage, that are between 3-1/2 and 4-1/2 inches high.

Nonmailable — Envelopes and cards not meeting USPS size standards or enclosed items (pens, pencils, etc.) not acceptable in letter-style envelopes because they could damage mail processing equipment.

Nonstandard-Size Mail — Weighs 1 ounce or less but exceeds 6-1/8 inches high, 11-1/2 inches long, or 1/4 of an inch thick, or has an aspect ratio (length divided by height) that does not fall between 1 to 1.3 and 1 to 2.5, inclusive.

Other Manual Exam — Letter-size mail that is not suitable for machine opening due to physical condition (i.e., bent, "dog eared") and must be handled manually.

Seasonal Mail — A high-volume mailing during certain times of the year such as tax returns, ballots, and charitable fund-raising drives which justify prompt treatment due to the time-sensitive nature of the contents.

Second Handling — Mail in penalty envelopes that was dispatched from the dead letter branch but is returned for second-time treatment because it was unclaimed, undeliverable, or refused.

Undersize Mail — Pieces less than .007 inch thick that do not exceed 1/4 inch thick but are under 3-1/2 inches high, 5 inches long, or not rectangular in shape (see Notice 3-A, *Letter Size Mail Dimensional Standards Template).*

Unpaid Bills — Preprinted business envelopes, commonly used for bill payments, with no indication that postage was paid; e.g., envelopes with preprinted addresses of telephone companies, gas and electric utilities, finance companies, etc. Does *not* include handwritten business-addressed envelopes, greeting cards, or other private or business correspondence.

Appendix B
Dead Letter Branch Locations

Atlanta, GA 30304-9506

Boston, MA 02205-9518

New York, NY 10199-9543

Philadelphia, PA 19104-9597

San Francisco, CA 94101-9502

San Juan, PR 00936-9506

St. Paul, MN 55101-9514

Appendix C
Sample Letter of Apology

Office of Postmaster
Dead Letter Branch

_____
(Name of Office)

Dear Postal Customer:

We regret the damage to your mail which occurred during processing.

We offer our apologies for any loss caused by this unfortunate accident. Enclosed is a stamped envelope for a refund of your lost postage.*

Sincerely yours,

Postmaster
Dead Letter Branch

_____
(Name of Office)

*This sentence should not be included if postage was not clearly identified or affixed on the cover of the damaged letter.

Appendix D
Form 3555

U.S. Postal Service
MAIL RETURNED

Date

In reply refer to

FROM: *(Specify Address and ZIP+4 Code)*
Postmaster

TO:
Postmaster

The attached mail is returned for the reason checked below. Please give it your prompt attention.

- ☐ BETTER ADDRESS
- ☐ INSUFFICIENT ADDRESS
- ☐ ILLEGIBLE
- ☐ ATTEMPTED NOT KNOWN
- ☐ NO SUCH STREET
- ☐ NO SUCH NUMBER
- ☐ PROPER ENDORSEMENT INCLUDING APPROPRIATE ZIP CODE
- ☐ NOT FORWARDABLE
- ☐ NOT RETURNABLE
- ☐ FORWARDING ORDER EXPIRED
- ☐ OTHER *(Specify)*
- ☐ MISSENT
- ☐ UNMAILABLE
- ☐ NO SUCH P.O. BOX NUMBER
- ☐ NO SUCH HOTEL
- ☐ VERIFY FORWARDING ADDRESS
- ☐ NO SUCH P.O. IN STATE
- ☐ SECURE SIGNATURE ON ATTACHED
- ☐ PROPER TREATMENT
- ☐ THIRD-CLASS MATTER HANDLED AS SECOND-CLASS MATTER
- ☐ MAILER STATES THAT ADDRESS SHOWN IS CORRECT PLEASE INVESTIGATE AND ADVISE

Postmaster

By *(Signature)* ▶

PS Form 3555, Aug. 1987

Appendix E
Notice 5-A

U.S. Postal Service
Dead Letter Branch

NOTICE
UNDERSIZE MATTER WITHOUT A RETURN ADDRESS

Dear Postal Customer:

The attached item is not acceptable as mail because it is undersize (explanation below). The Dead Letter Branch identified you as the sender of the enclosed item. You may remail it after following the instructions on the card to which it is attached.

EXPLANATION

1. Any item (except a key or identification device), ¼ inch thick or less, is undersize if it is not:
   a. rectangular;
   b. at least .007 of an inch thick;
   c. at least 3½ inches high, or;
   d. at least 5 inches long.

2. Items which do not meet these standards are returned to the sender. However, if there is no return address, the mail is sent to the Dead Letter Branch, where it is opened to identify the sender. If the Dead Letter Branch cannot identify the sender, the mailpiece will be disposed of as waste.

POSTMASTER
Dead Letter Branch

Postmark

Notice 5-A, June 1987

Appendix F
Notice 5-B

U.S. Postal Service
Dead Letter Branch

NOTICE
NONSTANDARD MAIL WITHOUT A SURCHARGE OR RETURN ADDRESS

Dear Postal Customer:

The postage on the attached piece of nonstandard mail does not include the required surcharge (explanation below). The Dead Letter Branch identified you as the mailer of the enclosed item. You may remail it after adding 10 cents to the regular postage and following the other instructions on the special label placed on it.

EXPLANATION

1. **Nonstandard Mail**
   Domestic First-Class or single-piece third-class, and International letter-class or regular printed matter are nonstandard if any single piece weighs 1 ounce or less and

   a. Exceeds one of the following:
      Length 11-1/2 inches,
      Height 6-1/8 inches,
      Thickness 1/4 inch; or
   b. Has a length that is:
      Less than 1.3 times, or
      More than 2.5 times its height.

2. **Nonstandard Surcharge**
   A 10-cent surcharge is required on nonstandard mail. This surcharge must be paid prior to mailing by attaching postage stamps to the mail in addition to the regular postage and any applicable fees.

3. **Treatment of Nonstandard Mail**
   Nonstandard mail found without the surcharge is sent back to the return address. However, if there is no return address, the mail is sent to the Dead Letter Branch, where it is opened to identify the sender. If the Dead Letter Branch cannot identify the sender, the mailpiece will be disposed of as waste.

POSTMASTER
Dead Letter Branch

Postmark

Notice 5-B, June 1987

Appendix G
Sample Response to Letter Inquiries

Office of Postmaster
Dead Letter Branch

_____
(Name of Office)

Dear Postal Customer:

Concerning the lost letter described in your recent inquiry, you must report this loss in person at your *local* post office to begin a systematic inquiry and make a proper report. You will then be advised of the results.

We recommend that you use a complete return address, including ZIP Code, on all future mailings.

Sincerely yours,

Postmaster
Dead Letter Branch

_____
(Name of Office)

Appendix H
Stamp Credit Procedures

(Excerpt from Handbook F-1, *Post Office Accounting Procedures*)

.434.15 Stamp Credits for Special Use

434.151 This stamp credit must be used only for making postage refunds in the form of stamps, as directed in the specific instance.

434.152 Identify the specific use at the top of the Form 25 that will be used to record the value of stamps issued. Once a week the unit supervisor should verify the day's entry on Form 25 to the number of stamps used.

434.153 Consign a fixed amount of stamps from the stamp credit of a window clerk to an employee not having any other stamp accountability. The employee receiving the credit must sign Form 3369.

434.154 To replenish the credit, the employee must total the Form 25, sign it, and give it to the supervisor. The supervisor must verify the total and complete in duplicate a Form 3533, *Application and Voucher for Refund of Postage and Fees*. The supervisor then must give the original to the employee and retain the copy. The employee must submit the original Form 3533 to a window clerk to receive an equivalent amount of postage stamps. The supervisor must attach Forms 25 to a duplicate Form 3533 and file them.